

LISTING OF AND AMENDMENTS TO CLAIMS:

1. (currently amended) A system for providing expert solutions to an end user seeking a solution to an end user request, comprising:

receiving means for receiving an end user request generated by an end user, the receiving means having associated therewith a database for storing therein information relating to a plurality of experts,

means for searching the database to select at least one expert and to generate a search result which corresponds to the end user request;

means for transmitting at least a portion of the end user request to the expert;

means for receiving an expert answer corresponding to the end user request transmitted;

means for transmitting at least a portion of the expert answer to the end user;

means for storing the request and the solution in the database; and

means for compensating the end user who first submitted the end user request when [[a]] another, subsequent end user makes a request ~~requests~~ and receives the solution provided by the expert.

2. (original) The system of Claim 1 further comprising:

means for an expert to submit a request previously received by that expert and a solution previously provided by said expert; and

means for entering the previously received request and the previously provided solution into the database.

3. (original) The system of Claim 2 further comprising means for compensating the expert who submitted the previously received request and the previously provided solution when a subsequent end user requests that solution.

4. (original) The system of Claim 1, further comprising means for compensating the expert for providing the solution.

5. (original) The system of Claim 4 wherein the expert is compensated on a one time basis.

6. (original) The system of Claim 4 wherein the expert is compensated each time a subsequent user of the system accesses the solution.

7. (original) The system of Claim 1 implemented on the Internet, wherein the database is made available to users by a web server.

8. (original) The system of Claim 1 further comprising means for sending and receiving e-mail.

9. (original) The system of Claim 8 wherein the means for sending and receiving e-mail is used to communicate with end users, experts, or both.

10. (original) The system of Claim 1 wherein the database is a relational database.

11. (currently amended) A method of providing communications between an expert and an end user seeking a solution to an end user request, comprising the steps of:

providing a database for storing therein information relating to a plurality of experts;

receiving an end user request from an end user;

searching the database to identifying experts who have qualifications which correspond to the end user request;

transmitting at least a portion of the end user request to at least one identified expert;

transmitting an expert solution, based on the end user request, to the end user;

storing the request and solution in a database; and

compensating the end user who first submitted the end user

request when ~~[[a]]~~ another, subsequent end user makes a request ~~requests~~ and receives the solution to the request provided by the expert.

12. (original) The method of Claim 11 further comprising:

an expert submitting a request previously received by the expert and a solution previously provided by said expert;
and

entering the previously received request and the previously provided solution into the database.

13. (original) The method of Claim 12 further comprising compensating the expert who submitted the previously received request and the previously provided solution when a subsequent end user requests that solution.

14. (original) The method of Claim 11, further comprising compensating the expert for providing the solution.

15. (original) The method of Claim 14 wherein the expert is compensated on a one time basis.

16. (original) The method of Claim 14 wherein the expert is compensated each time a subsequent user of the system accesses the solution.

17. (original) The method of Claim 11 implemented on the Internet, wherein the database is made available to users by a web server.

18. (original) The method of Claim 11 further comprising sending and receiving e-mail.

19. (original) The method of Claim 18 wherein sending and receiving e-mail is used to communicate with end users, experts, or both.

20. (original) The method of Claim 11 wherein the database is a relational database.